

PREFACE

Alhamdulillah, praise be to the authors of the presence of Allah S.W.T. for being above an abundance of his kindness and direction the writer can complete the mini thesis with the title " The Effect of Service Quality, Perceived Value and Trust in GrabFood on Customer Satisfaction." The purpose of this mini thesis is to complete one of the qualifications to graduate and gain Bachelor of Management degree from ICT Business International study program, from Faculty of Economics and Business, Telkom University Bandung. In this study, the authors received a lot of guidance, criticism, suggestions, and motivation a very large number of parties. Therefore, the authors would like to thank:

1. Adhi Prasetyo, ST., M.M. as author's supervisor who always guides, gives direction, and motivates the author in compiling this mini thesis.
2. Osa Omar Sharif, S.Si., M.S.M. and Dian Puteri Ramadhani, S.M., M.M. as an examiner.
3. Mr. Tri Djatmiko, M.M., and Mrs. RR. Rieka F. Hutami S.M.B., M.M. as the guardian lecturer who always helps the writer during the lecture.
4. The researcher's family, especially his or her parents, Rizal Effendi, SE. and Dhian Sulistia, who are constantly providing motivation, support, and prayers to ensure the researcher's success with this research.
5. My friends Fatharani Aghnia, Entah Berantah Family, Bubble Wrap Lampung Crew and other who have become friends of discussion, friends who give each other advice and motivate and remind each other
6. All parties who have helped the author directly or indirectly in completing this research report.
7. All respondents of this study who were willing to fill out a questionnaire to help smooth this research.